

**CITY OF CARLSBAD
CLASS SPECIFICATIONS**

JOB TITLE: **COMMUNICATIONS SUPERVISOR**

DEPARTMENT: **POLICE**

BASIC FUNCTION:

Under general supervision, to supervise and participate in police and fire safety communications services; and perform a variety of administrative and related responsibilities as assigned.

DISTINGUISHING CHARACTERISTICS:

Communication Supervisor is a non-sworn single-position classification responsible for the supervision of police and fire dispatch activities on all shifts. The position performs Computer Aided Dispatch (C.A.D.) system backup procedures and operates the system to produce reports as required. The incumbent must also function as a member of the Department's management team and participate actively in addressing issues of concern to the Department which at times may not have a direct impact on his/her area of specialization.

KEY RESPONSIBILITIES:

Supervise and participate in activities involving the dispatch of routine and emergency services, such as in ambulance, tow trucks and paramedic services.

Provide instructions to subordinates and answers questions; coordinate the scheduling and completion of work unit projects by determining operational priorities and resolving work load problems; inspect work for accuracy and completeness; evaluate work techniques and methods for conformance to established work standards and alters methods or procedures as necessary to achieve.

Respond to inquiries from the public, other departmental or City employees; provide explanation of work unit technical processes and functions requiring an understanding of policies and procedures; advise the Watch Commander of pertinent incoming information and potential operating problems.

Conduct training, or supervise such activity; prepare and maintain the Dispatch Training Manual; advise and otherwise provide assistance and training to other department personnel regarding communications services and equipment operation.

Participate in the development of, and implement policies and procedures relating to safety communications services; prepare and maintain operations manuals related to the

Dispatch Center; notify department personnel of changes to those policies and procedures.

Perform backup procedures to the CAD system; operate the system to produce reports per schedule and as requested; ensure security of computer systems as assigned; troubleshoot system malfunctions as required.

Prepare tape recordings as requested of radio and telephone communications for use as court evidence, in response to subpoenas, for training, or other authorized purposes.

Enter and update emergency, caution and related files into the computer system.

Requisition supplies and other materials as needed; maintain an inventory of supplies for the Dispatch Center.

Participate in the selection of subordinate personnel; evaluate performance; provide counseling and initiate disciplinary action.

Represent the department in relations with professional associations, other agencies and organizations.

Perform other related duties as assigned.

REPORTING RELATIONSHIP:

This position reports to a Police Captain.

QUALIFICATIONS:

Knowledge of:

Organization and functions of municipal law enforcement and fire departments.

Operational principles and practices of a police and fire radio telephone emergency communications and dispatching system, including emergency (911) system operation.

Geography of the City of Carlsbad and environs.

Appropriate agencies for handling of public safety complaints/problems/emergencies.

General office, records management and administrative practices and procedures, including rules and procedures involved in release and maintenance of police records and files.

English usage, spelling, punctuation, and grammar.

Practices of supervision, training and performance evaluation.

Skill in:

The operation of all automated equipment, and the performance of the most difficult tasks associated with a police/fire dispatch system, including C.A.D. system backup procedures and report writing.

Ability to:

Supervise, train and evaluate others involved in related activity.

Plan, schedule and coordinate the work of assigned personnel.

Participate in the development of, and implement operational policies and procedures effectively.

Remain calm in emergency situations.

Communicate effectively in written and oral form.

Develop and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION:

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge, skill and ability would be:

Three years of increasingly responsible work experience involving the operation of an emergency law enforcement and/or fire dispatch system. Completion of specialized training in police and fire emergency dispatch work.

SPECIAL REQUIREMENTS:

Must possess a Police Officer Standards of Training (P.O.S.T.) Basic Complaint/Dispatcher Certificate.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING:

Positions in this class are typically situated in a standard office environment resulting in little exposure to the weather. The working environment may range from periods of high

volume emergency and life-threatening calls for service to periods of little activity. The position is subject to stressful time-pressure situations and occasional boredom.

Dispatch operations run on a 24-hour per day, seven day a week schedule. Incumbents will be subject to rotating shifts and varying schedules to meet the needs of the operation.

Persons in this position must be able to do the following: sit for prolonged periods of time; hear and transmit radio transmissions and instructions; see and read an activity screen, use a keyboard; wear headsets for prolonged periods of time.

Occasionally drive to meetings or to deliver materials to other locations as necessary.

Police

Salary Schedule

Carlsbad Police Officers' Association Salary Schedule

Benefits

City of Carlsbad Police Department Benefits